Hospice Outreach Email – March 2024

Email Subject

Hospice Quality Reporting Program (HQRP) – Important Reminders and Updates

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Welcome

Annual Payment Update Reminders

FY 2025 Hospice Quality Reporting Reminder

For hospices to meet the HQRP requirements, both Hospice Item Set (HIS) and the CAHPS® Hospice Survey requirements must be submitted timely each year. The Calendar Year (CY) 2023 data collection began on January 1, 2023, and impacts your Annual Payment Update (APU) for the Fiscal Year (FY) 2025. Beginning with FY 2024, the payment penalty is 4% for hospices not meeting the HQRP Requirements.

- **Hospice Item Set (HIS):** The threshold for HIS is 90%. This means that 90% of all HIS assessments must be submitted to and accepted by CMS within 30 days of the admission or discharge date. For HIS assessments, the quarters are based on the submission of HIS admission or discharge assessments.

- **Consumer Assessments of Healthcare Providers and Systems (CAHPS®):** All Medicare-certified hospices that are required to conduct the CAHPS Hospice Survey must contract with an approved CAHPS Hospice Survey vendor and conduct the survey for 12 months in each calendar year. For more information about the requirements for the CAHPS Hospice Survey, please visit the survey website: www.hospicecahpssurvey.org. For CAHPS, the data collection quarters are based on patient deaths, January 1, 2023, through December 31, 2023, inclusive.

- **Claims:** Administrative data are collected from claims, and hospices are considered automatically 100% compliant with the submission of this data.

- For more information on the HQRP and achieving compliance, refer to the [Getting Started with the Hospice Quality Reporting Program](#) tip sheet and other useful documents under the [Best Practices](#) webpage, or [Training and Education Library](#) webpage.

> **Provider-initiated requests for exemption or extension for extraordinary circumstances:**
> If a hospice experiences an extraordinary circumstance, it can initiate a request for an extension or exemption. *Requests must be initiated within **90 days of the extraordinary circumstances event** and must be sent to CMS via email following the instructions provided on the Extension and Exemption Requests webpage.

HQRP New and Updated Resources

A new page has been added to help hospice providers with correcting demographic data. The page is titled How to Update Hospice Demographic Data. Here is a link to the page: [How to Update Demographic Data](#)

- Hospice providers should regularly review their reports to verify that their demographic data is accurate. The Provider Preview Reports reflect the quality measure data and hospice demographic information that will be posted to [Care Compare](#) in the following quarter.

- If any piece of demographic information is incorrect, the hospice provider must complete form CMS-855A in PECOS with the updated demographic information. Request your Medicare Administrative Contractor (MAC) to send the completed form to the appropriate State Agency with a request to update the demographic data in iQIES.

- Please note, updates to demographic data do not happen in real time and can take up to 6 months to appear on Care Compare.

- The HQRP Quarterly Q&A for Q3 2023 is now available. This Q&A includes selected questions received by the Hospice Quality Help Desk during the third quarter of 2023 (July1 to September 30). A link to the document can be found in the Downloads section of the [HQRP Requirements and Best Practices](#) webpage.

On February 9, 2024, CMS posted updated documents on the Current Measures and HIS webpages. These updates primarily incorporate a change in terminology, referencing the Consensus-Based Entity, or CBE.

- On the Current Measures page, we updated the Hospice Comprehensive Assessment QM Background and Methodology Fact Sheet, and the HQRP QM User's Manual V1.02.

- A HQRP QM User's Manual V1.01 to V1.02 Change Table has also been posted.

- On the HIS page, we updated the HIS Manual V3.01 and an HIS Manual Change Table V3.00 to V3.01.
  Please visit the Current Measures webpage and the HIS webpage to access the updated documents.

CMS released the HQRP 2023 Information Gathering Report.
This report provides information from literature reviews and expert interviews that supports the expansion of the hospice quality reporting program.
The updated Information Gathering Report is available in the downloads section of the Provider and Stakeholder Engagement page.

Introduction to the Hospice Quality Reporting Program (HQRP) Web-Based Training
The Introduction to the HQRP Web-Based Training is a two-part training series for Hospice providers.

Course 1: Getting Started with the HQRP and Public Reporting
Provides a general overview of the HQRP and reviews the program's use of three data sources: The Hospice Item Set (HIS), the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey, and the Medicare claims.

Course 2: HQRP Data Submissions and Reports
Provides an introduction to the HQRP data submission requirements and reports available to providers.

If you have questions regarding resources and training, please email the PAC Training Mailbox. Content-related questions should be submitted to HospiceQualityQuestions@cms.hhs.gov.

CMS continues to provide online education and training that is available 24/7, 365 days a year for convenient access on a variety of topics. Please check out the HQRP Training and Education Library | CMS and the Provider and Stakeholder Engagement | CMS webpages.

HQRP and Health Equity

A new Hospice QRP Health Equity tab is now available on the HQRP website. This webpage contains information relevant to CMS's ongoing health equity efforts, as described in President Biden's Executive Order 13985.

CMS has released the Home Health & Hospice Health Equity Technical Expert Panel (TEP) Report. This report provides a summary of the TEP's input on options for health equity measurement in the home health and hospice care settings. Specific topics include health equity in hospice and home health, social determinants of health, disparities in access to care and quality of care, and health equity measurement and monitoring.

- The Home Health & Hospice Health Equity TEP Report is available in the "Related Links" section of the Hospice QRP Health Equity webpage.

Home Health, Hospice and DME Open Door Forums (ODF's)

The next Open Door Forums for the Calendar year 2024 will be posted on the [Home Health, Hospice and DME Open Door Forum](#) webpage.

Public Reporting Updates

The current refresh of Hospice Care Compare data was in February of 2024. Provider Preview Reports for the February Refresh were released in November 2023.

CAHPS Hospice Survey

The CAHPS Hospice Survey continues to collect data. Data submission deadlines for the CAHPS Data Warehouse are on the second Wednesday of the month in February, May, August, and November. Vendors must receive patient/caregiver lists on time to meet the requirements for the HQRP.

HOPE Update

CMS plans to address plans and other HOPE-related topics in future rulemaking. CMS thanks all participating hospices for their outstanding efforts and their contributions to the development of the HOPE tool!

CMS Hospice November Forum

CMS hosted an online seminar on Tuesday, November 14, 2023, to share hospice-related updates around the Calendar Year (CY) 2024 Medicare Home Health Prospective System (HH PPS) Final Rule published on November 1, 2023.

Topics covered included:

- The Finalized Informal Dispute Resolution (IDR) Process, and
- The finalized Hospice Special Focus Program (SFP) including: selection, public reporting, enforcement, completion, and termination.

The slide deck presented and transcript of the presentation are available in the Downloads section of the [Hospice Special Focus Program](#) webpage.

Please refer to the [Hospice QRP Announcements & Spotlight | CMS](#) for additional updates.

[Sign up for CMS Post-Acute Care Quality Reporting Updates](#)

Thank you,
The Swingtech Help Desk Team

Swingtech is contracted by CMS to provide outreach and share important reminders with providers for the IRF, LTCH, SNF, and Hospice Quality Reporting Programs.
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